



Policy 5

CPD & MANDATORY TRAINING POLICY

The Employment Businesses policy is to provide the highest quality of service to all of its Clients. To provide this quality of service, A24 Group recognises that all Agency workers must undergo training and development that equips them to perform their work competently and must provide evidence of that training for A24 Group records, maintained by the centralised recruitment and compliance division (A24 Group Compliance).

It is A24 Group's policy that management is responsible for ensuring that Agency workers are provided with access to appropriate education, training and development and A24 Group expects Agency workers to reciprocate this commitment by inputting on a regular basis to their own development activity.

In the interests of Patient Safety, all A24 Group agency workers should be able to access mandatory training courses and advice regarding additional Continuing Professional Development

Induction Policy for New Agency Workers

A24 Group ensures the quality of its Agency workers through safe recruitment practices. Following the standard recruitment process and before an agency worker is offered a work placement, he or she is taken through a formal induction process.

Induction training encompasses A24 Group policies & procedures:

Policies and procedures relating to all aspects of business operations and standards of service in order to allow Agency workers to carry out their work in a manner which guarantees quality of provision, is safe and that protects the interests of clients at all times.

Health and Immunisation

Health screening is updated on an annual basis to confirm fitness to work. Health screening is also updated if you leave the UK for a period of three months or more an NHS Trust or PCT may ask you to undertake a medical examination prior to commencement of a shift.

If your health changes between annual updates please advise the A24 Group OH service. Agency workers must be aware of HSC 1998/226 'Guidance on the Management of Aids/HIV Infected Health Care Workers and Patient Notification. Further information is in your A24 Group Nursing Division Agency Worker Handbook.

Agency workers must be aware of MRSA contact and the need for screening. Further information is in your A24 Group Nursing Division Agency Worker Handbook.

If you suffer from any of the following you must contact your consultant immediately: vomiting, diarrhoea or a rash

Health and Safety

Agency workers must be aware of current Health & Safety legislation (The requirements of the 1974 and 1999 Acts). Check the Health & Safety Policy for each client Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Dangerous occurrences and serious, lost time injuries (over 3 days) must be reported to the Health & Safety Executive/ Environmental Health Officer immediately. Controls of Substances Hazardous to Health (COSHH), these regulations were set up to protect individuals working with hazardous substances. These include, blood, chemicals, bleach or any biological/chemical substance that evokes a toxic effect into the body. Further information is in your A24 Group Nursing Division Agency Worker Handbook.

Mental Capacity Act

The Mental Capacity Act 2005 provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. It enables people to plan ahead for a time when they may lose capacity.

What is the Act for?

The Act governs decision-making on behalf of adults who may not be able to make their own decisions. For example because of: a learning disability, an illness such as dementia, mental health problems. It is important that social care providers and other professionals promote awareness of the Act and are aware of their own responsibilities under the Act. The statutory Code of Practice provides additional guidance about how to put the Act into practice. Further information is in your A24 Group Nursing Division Agency Worker Handbook.

Manual Handling

Each agency worker will be asked to provide evidence of practical Manual Handling training with a certificate from a recognised body or attend a A24 Group Manual Handling training day. Further to the initial training an annual update must be completed. Check the local Manual Handling Policy with each client, further information can be found in the A24 Group Nursing Division Agency Worker handbook.

Fire

All agency workers within a location are required to acquaint themselves with instructions and what to do in the event of a fire. Check the fire policy & procedure with each client.

Training

Each agency worker will receive or is required to participate in annual training in the following:

Practical Moving & Handling

Fire Safety

Health & Safety including COSHH and RIDDOR

Practical Adult Basic Life Support (and Paediatric life support if working with children)

Infection Control

POVA (and POCA if working with children)

Food Hygiene

Lone worker, Caldicott and Complaints Handling

Handling Violence & Aggression

In addition to the above all Midwives will receive annual training in Resuscitation of the Newborn and Interpretation of CardiotocographTraces

Lone Worker

A24 Group has a responsibility to do all that is reasonably practicable to ensure the safety of its agency workers. Agency workers also have a responsibility to themselves and their colleagues to ensure that their acts or omissions do not jeopardise the safety of others. Personal safety is of paramount importance at all times, however all healthcare practitioners encounter a degree of risk to themselves whilst undertaking their duties. Please be vigilant while you are on duty, further information can be found in the A24 Group Nursing Division Agency Worker handbook.

Training is updated annually

Recognition of Abuse

Protection of Adults at Risk of Harm

“Adults at risk” are adults who—

- are unable to safeguard their own well-being, property, rights or other interests,
- are at risk of harm, and
- The Safeguarding Vulnerable Groups (Northern Ireland) Order 2007
- Further information can be found at ;
- http://www.opsi.gov.uk/si/si2007/uksi_20071351_en_1

Further information can also be found in the A24 Group Nursing Division Handbook for Agency Workers.

Complaints

Complaints may be received from clients, patients or members of the public because they are unhappy with any aspect of the service they receive, either from an individual or other member of our organisation. You may be asked to contribute information to an investigation into a complaint. You should supply this information as quickly as possible so that the matter can be resolved. All complaints should be handled positively as they offer an insight into ways which the service is failing and improvements can be made. If you are in receipt of a complaint it is important that you contact your manager immediately for support and advice.

Further detailed information is in the A24 Group Nursing Division Agency Worker Handbook

Training will be updated annually

Challenging Behaviour

"Severely challenging behaviour refers to behaviour of such an intensity, frequency or duration that the physical safety of the person or others is likely to be placed in serious jeopardy, or behaviour which is likely to seriously limit or delay access to, and use of, ordinary community facilities" (Report HMSO 1993) from Emmerson et al (1987).

Further information is detailed in the A24 Group Nursing Division Agency Worker Handbook

If you work in relevant assignments you will need to complete a training update annually for ‘Handling Violence and Aggression’.

Mental Health Workers only

Each Agency Worker undertaking work with people who have Mental Health problems will be requested to update the following annually:

Mental Health Act

Handling Violence and Aggression

Control and Restraint if applicable

The Mental Health (Northern Ireland) Order 1986 covers the assessment, treatment and rights of people with a mental health condition.

Further information can be found at:

- http://www.opsi.gov.uk/RevisedStatutes/Acts/nisi/1986/cnisi_19860595_en_1

The information covers:

- Assessment and treatment
- Admissions to hospital
- Approved social workers
- Nearest relative

Caldicott

You are required to ensure you understand how information is used and for the purpose of Data Protection.

The Caldicott Framework was set up in March 1999. The Framework requires each NHS organisation to appoint a senior clinician such as the medical director as 'Caldicott or Information Guardian'. The Guardian's responsibilities include:

- auditing current practice and procedures;
- managing an improvement plan which is monitored through the clinical and corporate governance frameworks;
- developing protocols for inter-agency information sharing at a local level;
- Making decisions about how their organisation uses patient identifying information. For example they provide advice in relation to research studies, or disclosure in the public interest

Further information is detailed in the A24 Group Nursing Division Agency Worker Handbook

Data Protection

You are required to ensure you understand how information is used and for the purpose of Data Protection.

Agency workers must be aware of the Data Protection Act 1998.

The Company is a 'Data Controller' for the purposes of the Data Protection Act 1998.

Further information is detailed in A24 Group Nursing Division Agency Worker Handbook.

Confidentiality

All Agency workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party

Each Client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 1998 and Human Rights Act 1999 and your agreement with the Company. Any concerns you may have regarding confidentiality can be discussed with your consultant.

Failure to adhere to the Confidentiality policy may result in formal action being taken.

Computer Access

Clients may at their discretion authorise agency workers to gain access to certain programmes and data within those systems. Attempts must not be made to gain access to data or programmes to which authorisation has not been given.

Ensure that you are aware of the local policy with each client

Appraisal and Feedback

You will receive a performance review after six months and an annual appraisal. Client feedbacks are obtained after your first shift, post three months and annually thereafter (NHS). For non NHS work you will receive an annual appraisal.

If you work in a homecare assignment you will receive regular supervision from your branch staff.

Working in Establishments

Agency workers are responsible at the start of their shift in an establishment for becoming familiar with the following procedures:

Crash Call Procedure (cardiac arrest and medical emergency) Ensure you know the relevant telephone numbers and bleep system.

Fire

Hot Spot Mechanisms (areas with high number of incidents/accidents/infections etc).

Information Security

Violent Episode Policy.

How to alert security staff if an individual is in trouble.

Infection Control and Notifiable Diseases

General Information

Please refer to your agency workers handbook or to your consultant:

- How to contact us
- Bookings, availability, self bookings, timesheets
- Annual Leave (refer to terms of engagement) or our payroll department
- Job Description (Dom care only) /
- Indemnity insurance (recommended)
- T&C's/ 48 hr opt out
- Annual ID badge / Annual handbook
- Payroll queries
- Codes of Conduct (NMC The Code, Record Keeping Advice, Standards of Medicine Management, for carers -GSCC)
- Training
- NVQ
- Complaints Policy
- Medication Policy (see handbook)/ sign declaration if applicable
- PREP – guidelines on NMC website
- Uniform and Policy
- In an NHS assignment you may be asked to move ward but you should only agree if you feel suitably skilled/qualified for the new placement
- Pay rates

